Preliminary 1.09 May 24, 2001

C4010/C4020 Cordless Handset

User Guide

NORTEL NETWORKS™

About this User Guide 5
The C4010 handset 5
the C4010 Ex handset 5
The C4020 handset 6

Safety 9
Explanation of header icons 10
Terms you should know 10

Your cordless handset 13
Your handset 13
Display icons 13
Handset function key icons 14

Handset features 17
Turn the handset on 17
Turn the handset off 17
Volume up/down 19
Pre-dialing on hook 20
Last number redial 20
Ending a call 21
Dialing directory numbers/names 23
Message waiting key 24

Meridian PBX features 25

Succession Communication Server for Enterprise (CSE 6500) features 27

Business Communications Manager features 29
Answer a second call 29
Recovery of first party during a call 29
3-way conference call during a call 29
Toggle between two parties during a call 30
Transfer a call 30

Configuring the handset 31
Store numbers and names in the directory 31
Locate numbers and names in the directory 35
Change numbers and names in the directory 36
Make a call from the directory 36
Ring volume 37
Ring melody 37
Handset name on the idle display 37
Key sound 38

Auto answer 38
Speed key 39
Range test 40
Environment 40
Declare base 41
Select language 42
Lock and unlock the keypad 42
Voice mailbox one-touch access 43

Useful information 47
Batteries 47
Battery indicator 47
Low battery indicators when the handset is in standby mode 47
Low battery indicators when the handset is in use 47
How to charge the battery 47
Change batteries 48
Other battery information 48
Belt clip 48
Install the belt clip 48
Use the belt clip 49
Handset advice 49
Re-initialization 49
Handset interference 49
Call disconnect 49

About this User Guide

This guide includes user information for the C4010 handset, the C4010 Ex handset, and the C4020 handset.

The C4010 handset

The C4010 is the basic model. The C4010 Ex and C4020 handsets have additional features or features that are different from the C4010 model.

the C4010 Ex handset

The C4010 Ex functions identical to the C4010. However, the C4010 Ex can operate safely in an explosive atmosphere.

The C4010 Ex features include hands free disabled and modified IExaa approved battery.

To operate the C4010 Ex safely, you must:

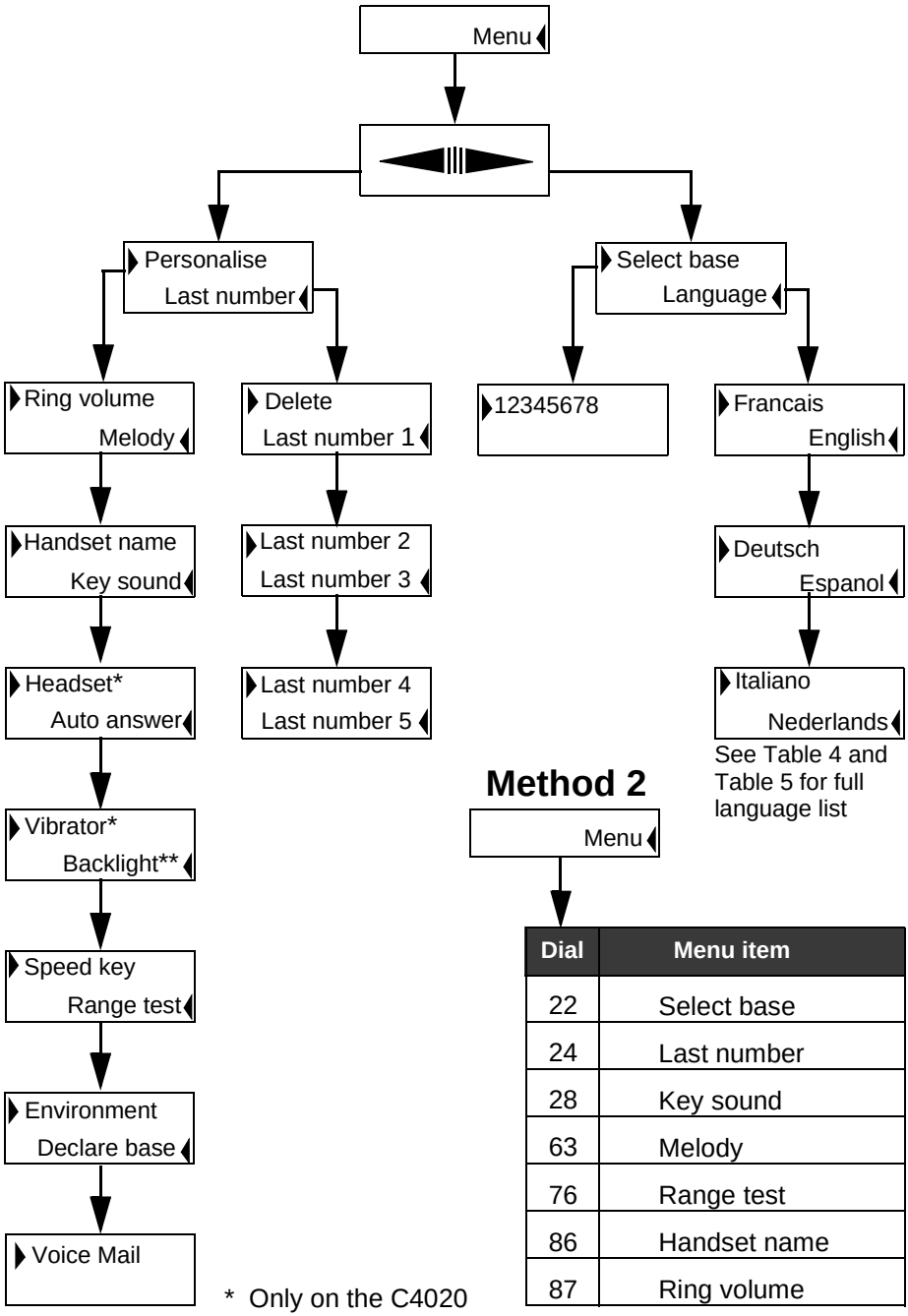
- Never take the C4010 Ex out of the carry case in an explosive atmosphere.
- Never use accessories (for example, do not use the belt clip).
- Never charge the battery in an explosive atmosphere.
- Never use another type of battery.
- Never use in mining environments.

Note: Not all systems support the C4010Ex handset.

The C4020 handset

The C4020 functions identical to the C4010. However, the C4020 can accept a headset and has a vibrate alert feature.

Method 1



See Table 4 and Table 5 for full language list

* Only on the C4020

** Not available

Method 2

Menu

Dial	Menu item
22	Select base
24	Last number
28	Key sound
63	Melody
76	Range test
86	Handset name
87	Ring volume

Safety

Never use your cordless handset:

- in the area of electrical detonators
- in shielded rooms
- in areas where radio transmission is forbidden
- in aircraft

Check for small metal objects in DECT Handset earpiece/mouthpiece before using the handset

Do not store or locate flammable liquids, gases or explosive materials in the same compartment or vicinity as the cordless handset, its parts or accessories

Note: For C4010Ex safety precautions see “the C4010 Ex handset” on page 5.

Do not place a handset near:

- water, moisture or damp areas
- heat sources, direct sunlight or unventilated areas
- devices which generate strong magnetic fields, appliances, fluorescent lamps, computers, radios, televisions or telefaxes
- areas where the unit can be covered, its ventilation impeded, liquid spilled on the unit or objects inserted into the unit through any openings
- areas with dust, vibration, shock or temperature extremes

Battery information:

Note: Before using the handset for the first time, charge the battery for at least 12 hours.

- do not replace batteries in potentially explosive environments, such as

rooms where inflammable liquids or gases are present
- charge your batteries only with the supplied battery charger
- disconnect the battery charger when not in use for extended periods
- do not leave the battery connected to the battery charger for longer than one week

Explanation of header icons

The header icons, next to the banner at the top of each page indicate the contents of each section as follows:

Explanation of the set's components

Description of features

Configuration

Information about different subjects

Information about distinct features

Terms you should know

Directory Number (DN) — a DN is any extension on a telephone.

Meridian PBX Flexible Feature Codes (FFC) — you can dial an FFC code to access some of your handset's features. As the FFC's are distinct to your system, a table on page 25 identifies the FFC or SPRE codes.

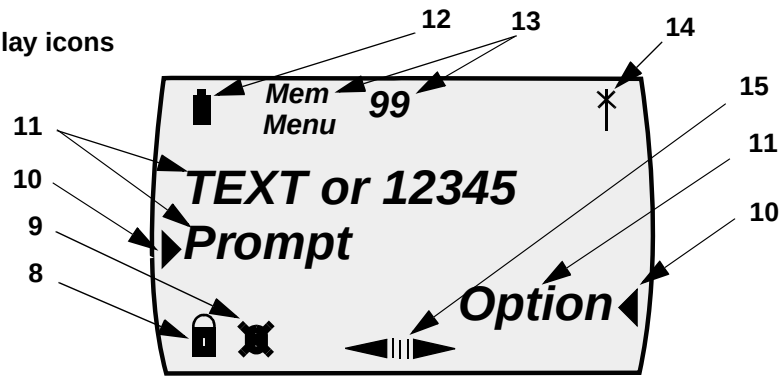
Meridian PBX Special Prefix Codes (SPRE) — you can dial a SPRE code plus a one or two digit number to access some of your handset's features. The SPRE codes are distinct to your system. However, the digits following the SPRE are fixed. For example, dial SPRE plus 74 to call forward all your calls to another DN. A table on page 25 identifies FFC or SPRE codes.

Your cordless handset

Your handset

1. Volume Up/Down (loudspeaker/ringing)
2. Ear speaker
3. Display
4. Menu item selection
5. Message waiting
6. Initialize key
7. Microphone
8. Key pad locked
9. Ringer off
10. Display functions
11. Three lines of text (each 12 characters)
12. Battery charge indication
13. Menu/Memory locator codes
14. Within radio range
15. Menu scrolling available
16. Headset port for C4020 only

Display icons



Handset function key icons

Menu item selection or confirmation

Menu scroll

Menu item selection or confirmation

Off/Standby/Cancel

Message waiting lamp

Re-initialize key

Off hook/On hook

Phone book directory

Handsfree*

1/:/space

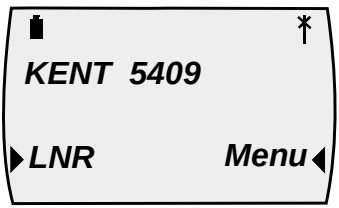
Volume Up/Down

* For safety reasons, the Handsfree key does not operate on the C4010Ex handset.

Handset features

Turn the handset on

Method 1. Press the **Standby** key.



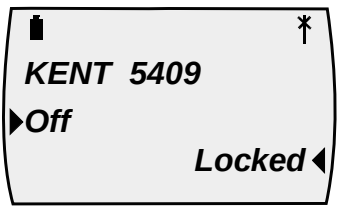
The handset displays the name and number programmed when the handset was subscribed.

Turn the handset off

Method 1

Press the **power off** key for at least five seconds.

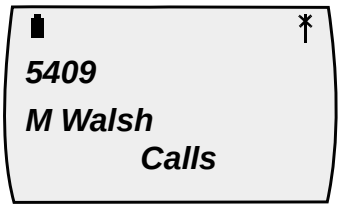
Method 2



Press the **Cancel** key and press the **Off** key.

Answering a call

You can receive a call when the antenna icon is visible in the upper right corner of the display.
You are out of radio range of a DECT system when the antenna icon disappears.



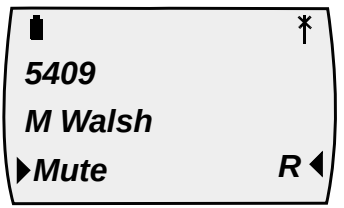
Your display can show the caller name, up to 12 characters, or the caller number or both, depending on the Meridian 1 PBX feature setting.
On M6500 systems, the display shows the caller name by default. If the name is not available, the display shows the caller number.

Method 1

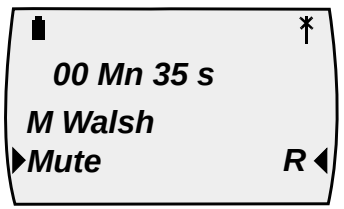
Press the **off hook** key.

Method 2

Press the **hands free** key.
Note: For safety reasons, the handsfree key does not operate on the C4010Ex handset.



The display shows the calling number, up to 12 digits, for 10 seconds.



The display tracks the call time in minutes and seconds.

To stop handset ringing or vibrating without answering a call

You can stop the handset from ringing or vibrating, if activated, by pressing either the volume up key or volume down key. However, pressing these keys does not answer the call. After stopping the ringing or vibrating you can decide to answer the call or ignore it.

Volume up/down

The loudspeaker volume has two levels. The ear piece volume has five levels.

Turn the volume up by pressing the **plus** key.

Turn the volume down by pressing the **minus** key.

Direct dialing off hook

Press the **off hook** key.

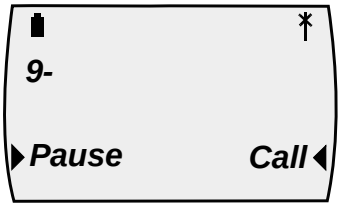
Enter a number on the keypad.

The display shows the dialed number.

Pre-dialing on hook

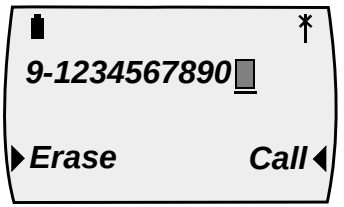
This mode allows you to enter and edit a number before dialing.

Enter a DN on the keypad.



Press the **Pause** key to insert a three second pause in the DN.
Pause changes to **Erase** two seconds after you enter the digit.

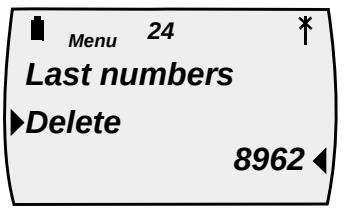
To delete the last digit



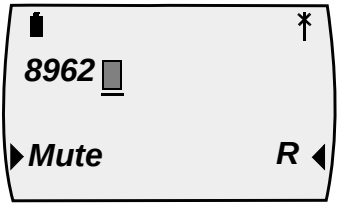
Press **Erase** to delete the last number.
Press **Call** to place the call.

Last number redial

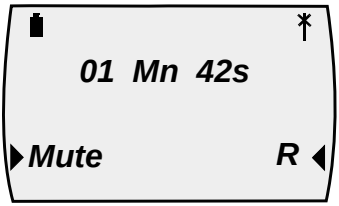
LNR stores the last five numbers that you dialled.



Press **LNR** to display the last DN.
Press the **arrow** key opposite the displayed DN to dial that DN.



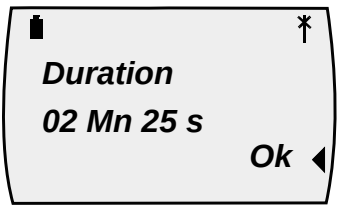
The called number is displayed for 10 seconds.



The display tracks the call time in minutes and seconds.

Ending a call

Method 1. Press the **on hook** key.
Method 2. Place the handset in the battery charger.

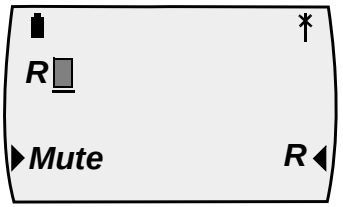


The display shows the call duration time for 10 seconds, then returns to the idle display. Press the **Ok** key to clear the display quickly.

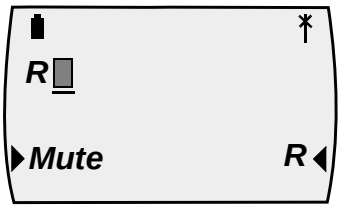
Conference

This mode allows you to conference a third party during a call.

While talking to party A, you need to conference party B into the conversation.



Press the **R**ecall key.
Enter party B's DN on the keypad.
You connect to party B.

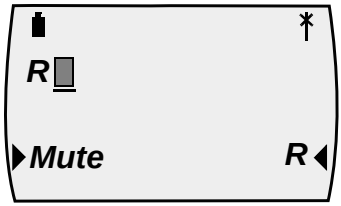


Press the **R**ecall key to conference.

Transfer a call

This mode allows you to transfer a call to a third party during a call.

While talking to party A, you need to transfer the call to party B.



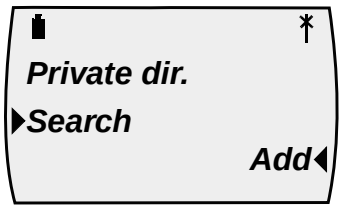
Press the **R**ecall key.
Enter party Bs DN on the keypad.

You can press the **on hook** key to transfer the call before or after party B answers.
You receive ring-back from party A if party B does not answer the call.

Dialing directory numbers/names

Press the **directory** key.

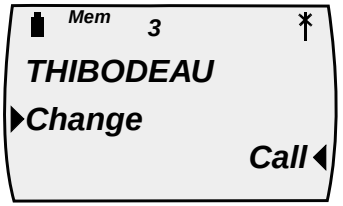
Method 1



Access the directory names.
Press the **Search** key and scroll through the names listed in the directory.

Method 2

Access the directory names.
Dial the memory location number (0 to 9 and *0 to*9) for the stored names.



Press the **Call** key to place the call or press the **Change** key to change the directory entry.

Message waiting key

The **message waiting** key light flashes when there is a message in the BCM voice mailbox, Meridian Mail voice mailbox, or Call Pilot voice mailbox.

To configure the speed key as a one-touch access to your voice mail, see page 43.

Note: Not all Nortel Networks DECT systems support Message Waiting.

Meridian PBX features

Ask your system administrator for the FFC of SPRE codes. You can enter the access codes applicable to your system in the FFC or SPRE + column for quick reference.

Table 1 Meridian PBX feature access codes

Feature	FFC or SPRE +
Access to maintenance programs by maintenance telephones	
Authorization code access	
Automatic set relocation	
Call forward, activate or cancel	
Call park, to park a call	
Call park, to retrieve a call	
Cancel ring again	
Centrex switch hook flash	
Charge account for CDR	
Cleaned	
Cleaning in progress	
Cleaning skipped	
Cleaning required	
Conference circuit testing	
Disconnect trunk, conference 6	
Failed inspection	
Individual speed call, to program	
Individual speed call, to use entry	
Integrated messaging system	
Last number re-dial	
Malicious call trace	

Table 1 Meridian PBX feature access codes

Feature	FFC or SPRE +
Not for sale	
Passed inspection	
Permanent hold	
Ring again	
Ringing number pickup	
Ringing number, DN pickup	
Ringing number, group pickup	
Room status	
Stored number re-dial, to store	
Stored number redeal, to re-dial	
System speed call, to use	
Trunk Answer From Any Station -TAFAS	
Trunk verification from station	
Unassigned (ACD activate/deactivate)	
Unassigned (ACD login/log out)	

Succession Communication Server for Enterprise (CSE 6500) features

Note: The features in Table 2 apply to the M6500 PBX and the Mercator PBX.

You can use the interactive keys to access features, or you can dial the access codes in the following table. System features can vary, based on markets and customized numbering plans. If the following feature access codes in Table 2 do not operate as indicated, call your system administrator.

Table 2 Succession CSE 6500 feature access codes

Feature	Dial access code
Automatic callback during a call	R 5
Call the switch board	9
Cancellation of stored number	# 7 9
Call second party during a call	R internal or external number
Recovery of first party during a call	R 1
Toggle between two parties during a call	R 2
3-way conference call during a call	R 3
Call pickup of any extension	~~x~~ 0 2 external number
Call pickup within extension group	~~x~~ 0 1
Pickup calls to common bell	~~x~~ 0 0
Receive and take calls from 2nd party	~~x~~ 1 0
Call forwarding on busy	~~x~~ 2 3 external number
Call forwarding on no answer	~~x~~ 2 2 external number
Immediate call forwarding to another extension	~~x~~ 2 1 external number
Call forwarding to a voice mailbox on busy	~~x~~ 2 7 voice mail number
Call forwarding to a voice mailbox on no answer	~~x~~ 2 6 voice mail number
Cancellation of call forwarding	# 2 0

Table 2 Succession CSE 6500 feature access codes

Feature	Dial access code
Immediate call forwarding to a voice mailbox	* 2 5 voice mail number
Override call forwarding and DND functions	* 2 8 external number
Cancellation of abbreviated number	# 5 1 from 0 to 9
Cancellation of all appointment reminders	# 5 5 9999
Cancellation of appointment reminder	# 5 5 hr hr mn mn
Program an abbreviated number	* 5 1 from 0 to 9
Record an appointment reminder	* 5 5 hr hr mn mn
Record a personal password	* 0 6 xxxx
Deactivate DND	# 4 5
DND	* 4 5
Lock extension	* 0 5
Override DND	* 2 8 external number
Recover a parked call	* 7 0 external number
Unlock extension	# 0 5 xxxx

Business Communications Manager features

You can use the interactive keys to access features, or you can dial the access codes in the following table. System features can vary, based on markets and customized numbering plans. If the following feature access codes in Table 3 do not operate as indicated, call your system administrator.

Table 3 BCM feature access codes

Feature	Dial access code
Call second party during a call	R internal or external number
Recovery of first party during a call	R 1
Toggle between two parties during a call	R 2
3-way conference call during a call	R 3
Answer a second call	R * 5
Call forwarding on busy	~~x~~ 2 3 external number
Cancel call forwarding on busy	# 2 3
Call forwarding on no answer	~~x~~ 2 2 external number
Cancel call forwarding on no answer	# 2 2
Immediate call forwarding to another extension (including voice mail)	~~x~~ 2 1 external number Note 1
Cancel immediate diversion	# 2 1

Note 1. Pressing the message waiting indicator will dial the voice mail DN. Enter your password to access your voice messages.

Answer a second call

While on a call, if a second call is presented, press R*5 to put the first call on hold and answer the second call.

Recovery of first party during a call

If you want to release the second call and re-connect to the original call, press R1.

3-way conference call during a call

If you want to conference the calls together, press R. When the dial tone is heard, call the third party. To conference the parties together, press R3.

Toggle between two parties during a call

If you want to put the second call on hold and re-connect to the original call, press R2. If you press R2 again you can toggle between the original and second calls.

Transfer a call

While in a conference, releasing the call transfers the original call to the second call.

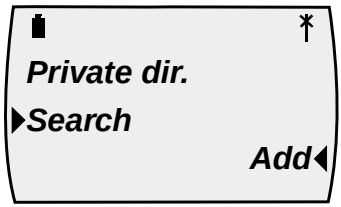
Configuring the handset

You can configure some of the handset menu attributes to meet your requirements.

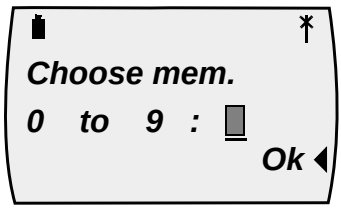
Store numbers and names in the directory

You can store up to 20 names and numbers in the directory.

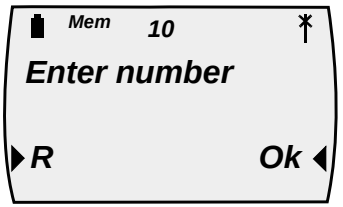
Press the **Directory** key.



Press the **Add** key.

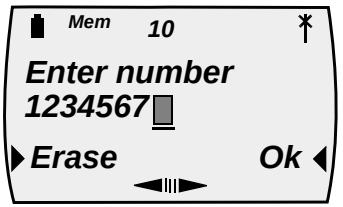


You can use the suggested memory location number or select a different memory location number (0 to 9) and (*0 to *9). Press the **Ok** key after selecting a memory location number.

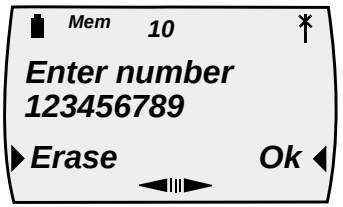


Press the **Ok** key. Enter up to 18 digits for the DN.

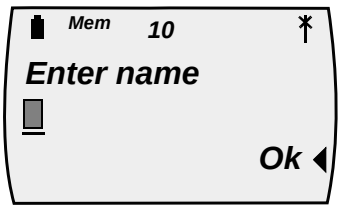
- To store a **Recall** number, press the **R** key.
- To store a pause in the number, press the **Pause** key. The **Pause** option expires after two seconds.



To correct an error. Press the **Erase** key or select the digit and enter another digit.



Press the **Ok** key after entering the DN.



The name is optional.
Press the **Ok** key to enter a DN without the name.

Enter up to 10 characters for a name on the keypad.

To enter a character, press a keypad key **0** to **9** as shown in Table 4. For example, press the keypad key **3** twice to enter character **E**.

Table 4 Southern handset keypad alphabet equivalent for:

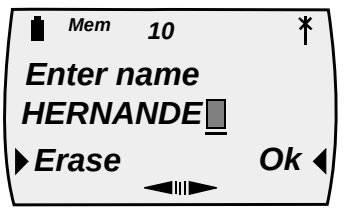
- English
- French
- German
- Dutch
- Spanish
- Italian

Key	1	2	3	4	5	6	7	8	9
0	0								
1	–	/	space	1	,	.	:	,	●
2	A	B	C	2	Á	À	Ä	ß	
3	D	E	F	3	É	È			
4	G	H	I	4	í	ì			
5	J	K	L	5					
6	M	N	O	6	Ñ	Ö	Ó	Ô	
7	P	Q	R	S	7				
8	T	U	V	8	Ü	Ú	Û		
9	W	X	Y	Z	9				

Table 5 Northern handset keypad alphabet equivalent for:

- English
- Portuguese
- Swedish
- Norwegian
- Finnish
- Danish

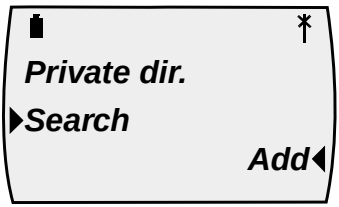
Key	1	2	3	4	5	6	7	8	9
0	0								
1	–	/	space	1	,	.	:	,	●
2	A	B	C	2	Å	Ä	Ã	Á	Æ
3	D	E	F	3	Ê				
4	G	H	I	4					
5	J	K	L	5					
6	M	N	O	6	Ö	Ó	Ô		
7	P	Q	R	S	7				
8	T	U	V	8	Ú				
9	W	X	Y	Z	9				



Three seconds after entering a character, the cursor moves to the next position. Press the **OK** key after entering the name.

Locate numbers and names in the directory

Press the **directory** key.



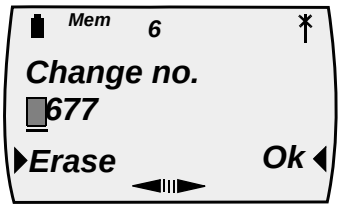
Press the **Search** key.

The handset displays the first two directory entries.

Press the **scroll** keys to search for names and numbers in the directory.

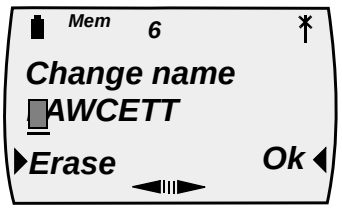
Change numbers and names in the directory

To change a number



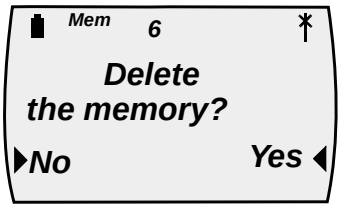
Locate the name in the directory.
Press the key next to the name.
Press the **Change** key.
Press the **Erase** key to erase the number.
Enter the new number.
Press the **OK** key after entering the number.

To change a name



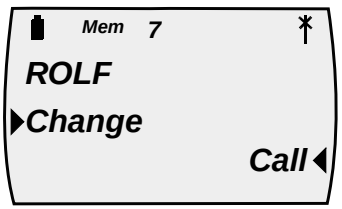
Locate the name in the directory.
Press the key next to the name.
Press the **Change** key.
Press the **OK** key.
Press the **Erase** key to erase the name.
Enter the new name.
Press the **OK** key after entering the number.

To delete a name and number



Locate the name in the directory.
Press the key next to the name.
Press the **Change** key.
Press and hold the **Erase** key.
Press the **Yes** key.

Make a call from the directory



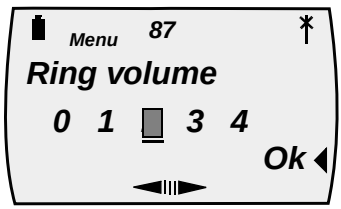
Press the **directory** key.
Dial your **mem** number.
Press the **Call** key.
You can search for a name using the scroll keys.

Ring volume

Adjust the ringing volume by two methods.

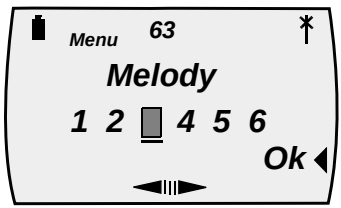
1. With the volume +/- keys when the handset is ringing.

2. From the menu as described below.



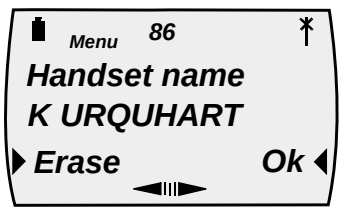
Press the **Menu** key.
Dial 87, or scroll through the menu options.
Select the number and press the **OK** key or dial the number 0 to 4 to select the volume level.
Select the level 0 and press the **OK** key or dial the number 0 to turn off the ringer.
Press the **OK** key after selecting the volume level.

Ring melody



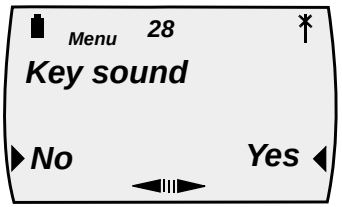
Press the **Menu** key.
Dial 63, or scroll through the menu options.
Select the number and press the **OK** key or dial the number 1 to 6 to select the melody.
Press the **OK** key after selecting the melody.

Handset name on the idle display



Press the **Menu** key.
Dial 86, or scroll through the menu options.
Enter the name on the keypad. See Table 4.
Press the **OK** key after entering the name.

Key sound

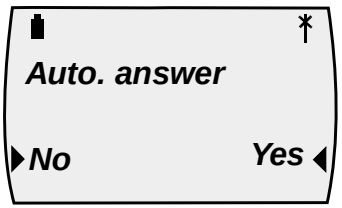


Press the **Menu** key.
Dial 28, or scroll through the menu options.
Press the **No** key to turn the key sound off.
Press the **Yes** key to turn the key sound on.

Auto answer

Note: Only use the auto answer feature with a headset connected to the handset.

The handset will automatically answer 10 seconds after receiving a call.



Press the **Menu** key.
Press the **Personalise** key.
Press the **scroll keys** to access **Auto. answer**.
Press the **Auto. answer** key.
Press the **No** key to turn the auto answer off.
Press the **Yes** key to turn the auto answer on.

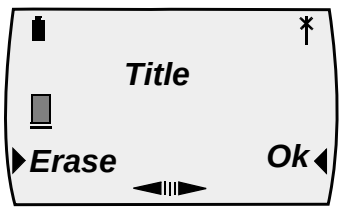
Speed key

The speed key replaces the LNR (last number redial) key on the handset display.

CAUTION: If you program the speed key as an emergency telephone number, pressing this key by accident automatically dials the emergency number.

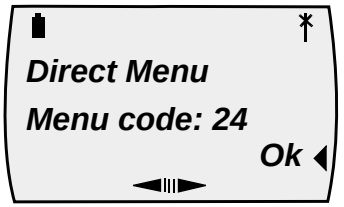
Press the **Menu** key.
Press the **Personalise** key.
Press the **scroll keys** to access **Speed key**.
Press the **Speed key**.
Press the **SOS** key.

Enter up to 18 digits for the Speed key number.
Press the **OK** key after entering the number.



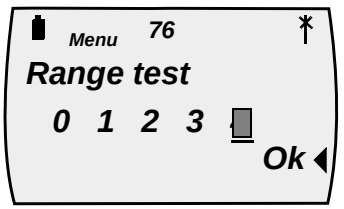
Enter up to five characters for the title to the speed key.
Press the **OK** key after entering the title.

Return the speed key to LNR



Press the **Menu** key.
Press the **Personalise** key.
Press the **scroll keys** to access **Speed key**.
Press the **Speed key**.
Press the **Direct Menu** key.
Dial 24.
Press the **OK** key after entering 24.
Erase the speed key title.
Enter **LNR**.
Press the **OK** key after entering the title.

Range test



Press the **Menu** key.
Dial 76, or scroll through the menu options.
0 indicates the handset is outside radio range.
1 to **4** indicates the approximate quality level of reception, with **4** being the best level.

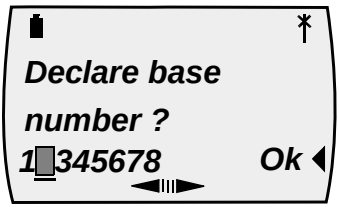
Environment

The environment setting allows you to adapt the earpiece volume level for background noise.

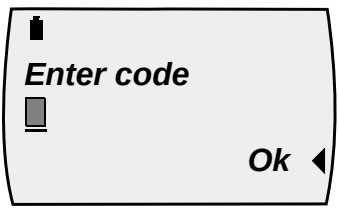
Press the **Menu** key.
Press the **Personalise** key.
Press the **Environment** key.
Select **Calm, Noisy** or **Mixed**.
Press the **scroll** keys to access **Mixed**.

Declare base

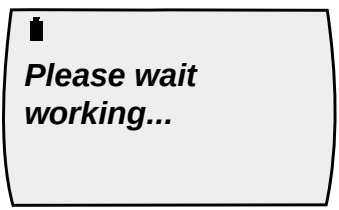
Declare base allows you to subscribe your handset to another DECT system.



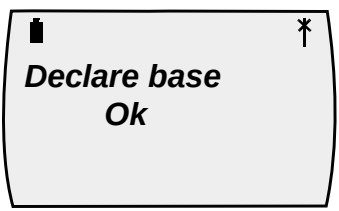
Press the **Menu** key.
Press the **Personalise** key.
Press the **scroll keys** to access **Declare base**.
Press the **Declare base** keys.
Press the **OK** key after selecting the base.



Enter the PIN code.
Press the **OK** key after entering the code.



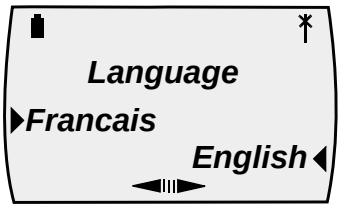
The display shows **Please wait**.



The display shows **Declare base Ok** for a short time if the code is accepted. Then returns to the idle display.

The display shows **Failed Retry** for a short time if the code is rejected. Then returns to **Enter code** again.

Select language

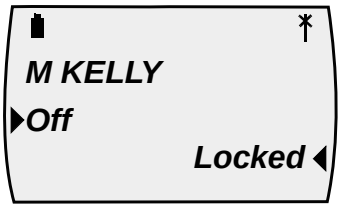


Press the **Menu** key.
Press the **scroll keys** to access **Language**.
Press the **Language** key.
Select the language.
Press the **OK** key after selecting the language.

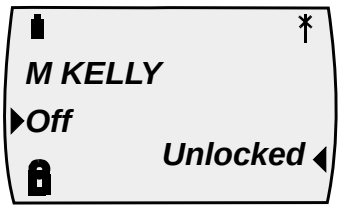
Lock and unlock the keypad

Locking the keypad prevents making calls in the standby mode. You can receive calls with the keypad locked.

Press the **Standby** key.



Press the **Locked** key to lock the keys.



Press the **Unlock** key to unlock the keys.

Voice mailbox one-touch access

For one-touch access to your voice mailbox you can program the Voice Mail key.

Note 1: The early C4010 models do not have the Voice Mail feature.

Note 2: On BCM systems, press the **Voice Mail** key for automatic access to BCM voicemail. Enter your password. No handset programming is necessary for BCM voicemail access.

On Meridian Mail or Call Pilot voicemail systems:
Press the **Menu** key.
Press the **Personalise** key.
Press the **scroll keys** for **Voice Mail Nr**.

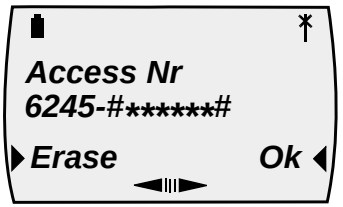
Enter the DN or extension number for voicemail.
Press the **Pause** key once or twice depending on how long the voicemail system needs to answer. The display shows the **Pause** as a dash.
Enter your mailbox number followed by #.
Press the **OK** key after entering the #.

Note: You can enter your password, followed by #. However, your mailbox is not as secure and you need to edit the handset password when you change mailbox passwords.

Enter your password followed by #.
Press the **OK** key after entering the password and #.

To change the password entry

When you change your voice mail password, you can change the handset password entry to automatically access your mail box.

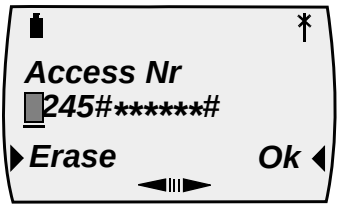


Press the **Menu** key.
Press the **Personalise** key.
Press the **scroll keys** to access **Voice Mail**.
Press the **Ok** key to display **Access Nr**.

Note: The password displays as ******.

Select the character and enter another, or press **Erase** and enter another character.
Press the **Ok** key after entering the password.

To delete the Voice Mail entry



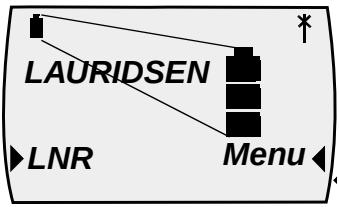
Press the **Menu** key.
Press the **Personalise** key.
Press the **scroll keys** to access **Voice Mail**.
Press the **Ok** key to display **Access Nr**.
Press and hold the **Erase** key to display **Delete Voice Mail**.

Press the **Yes** key to delete the Voice Mail entry.

Useful information

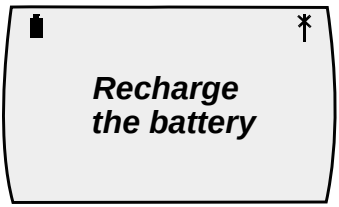
Batteries

Battery indicator



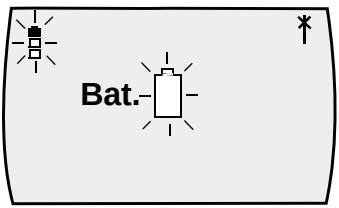
The battery icon, made up of three parts each indicates approximately 1/3 of the charge level.
The battery icon flashes when the handset is placed in the battery charger.

Low battery indicators when the handset is in standby mode



When discharged, the handset displays *Recharge the battery*.

Low battery indicators when the handset is in use



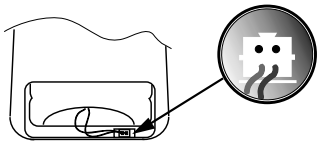
The handset displays *Bat.* and an empty flashing battery icon to indicate the battery requires charging.

How to charge the battery

Before using the handset for the first time, charge the battery for 12 hours.

To charge the battery, place the handset in the battery charger.

Change batteries



1. Pull the battery cover towards the bottom of the handset to open.
2. Carefully release the battery connector.
3. Remove the old battery.
4. Put the new battery into the handset.
5. Carefully connect the battery.
6. Close the cover.

Other battery information

Note: Do not remove the battery to re-initialize the handset. Use the re-initialize key.

To keep the battery completely charged, replace the handset in the battery charger often.

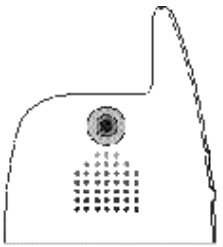
When the battery charger is not in use for a extended period of time, disconnect the battery charger from the power source.

A completely charged battery when not in use, discharges in about a week.

Note: Only change the C4010 Ex battery in designated areas. NEVER change the C4010 Ex battery in an explosive atmosphere.

Belt clip

Install the belt clip



1. Clean the belt clip button attaching location, above the loudspeaker, with isopropyl alcohol.
2. Remove one of the protective strips from the round piece of tape.
3. Press the tape to the handset attaching spot.
4. Remove the other protective strip from the tape.
5. Press the belt clip button to the tape.
6. Wait eight hours before using the belt clip.

Note: Do not attach a belt clip button if you use a carrying case.

Use the belt clip

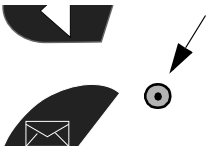
To attach the belt clip, slide the belt clip into the clip button on the handset and attach to your belt.

To remove the belt clip, press the top of the clip and slide it out of the clip button.

Handset advice

Re-initialization

If your handset display freezes or the handset does not operate correctly, re-initialize. The re-initialize key is located above the handsfree key.



Press the **re-initialize** key lightly with the tip of a pen or pencil until the handset screen resets.

Handset interference

The C4010, C4010Ex, and C4020 handsets meet all required EMC standards. However, the handset can interfere with other electronic equipment, such as older PCs and wired telephones. To prevent this interference, try to keep the handset at least one half meter away from other electronic equipment.

Call disconnect

If you place the handset in the battery charger while you are on a call, the call disconnects.